



Licensed Family Home Providers Subsidy Billing Training Q&A

Updated Sept. 27, 2010

This document answers questions asked by participants at subsidy billing training sessions. More subsidy information is available in the booklet, [Child Care Subsidies: A Booklet for Licensed and Certified Child Care Providers](#). For additional questions, please e-mail communications@del.wa.gov

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Questions and Answers

I. **Provider Eligibility**

Question: Does WCCC allow me to bill for step-children?

Answer: No. Licensed or certified family home child care providers are not eligible to bill WCCC for providing care to their step-child(ren). ([WAC 170-290-0205\(5\)](#))

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II. **Provider and Family Responsibilities**

Question: What happens if the parent is not engaged in the authorized activity – but the provider is told the parent is going to school?

Answer: Child care subsidies pay for child care when the parent is participating in an approved activity. Some child care programs consider going to school an approved activity. You may contact the WCCC Provider Line at if you have questions about the family's continued eligibility.

Question: What happens if circumstances change for the parent before the authorization end date?

Answer: When there is a change in circumstances, the parent is required to call in and report this information to DSHS. ([WAC 170-290-0031](#)) If the changes are not reported, the parent may be required to pay a higher copayment or there may be an overpayment in which the parent will be responsible for paying back funds that have been properly billed by the provider. ([WAC 170-290-0032](#))

Question: I know a parent is not working the whole time I have their children in my care. Is that OK?

Answer: Child care subsidies pay for child care when the parent is participating in an approved activity. Some child care programs consider going to school an approved activity. You may contact the WCCC Provider Line if you have questions about the family's continued eligibility.

Question: Where is the list of approved parent activities we can charge for?

Answer: [WAC 170-290-0040](#) is specific to WorkFirst consumers, and they are eligible to receive child care for their participation in any activity listed on their current Individual Responsibility Plan (IRP). [WAC 170-290-0045](#) is specific to consumers that do not receive TANF and [WAC 170-290-0050](#) outline the list of approved activities for self-employed consumers.

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III. Washington Administrative Codes (WACs)

Question: They requested a new WAC Rules booklet from their licensor and have not received one. Who can they contact? They want to be able to refer to the WAC's when they bill if necessary.

Answer: WACs can be obtained online [here](#) or by calling 1.866.482.4325 and pressing 7.

Question: When will I know of changes to WAC?

Answer: DEL sends out a notice to all child care providers providing care to children receiving subsidies when there is a change to WAC.

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IV. Attendance Records

Question: Parents did not sign out all month. Can you have them sign a statement that confirms all information is correct or do they have to go back and sign all places in that month?

Answer: You are responsible to keep complete and accurate attendance records according to licensing regulations or contract requirements. When DSHS or DEL asks for copies of your attendance records, you must submit the records within 14 days of the request.

Question: The class was split in half when it came to the sign-in and out sheets. Licensors told half they must use the DEL approved forms only. The others were allowed to create their own.

Answer: Providers are allowed to create and use their own attendance records so long as all required information is captured on the sheets.

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V. 22 Day Authorizations

Question: What do I do when I take care of a child in a month that has 23 days to claim and the authorization is only for 22 days?

Answer: Bill for 22 days. The total number of days billed may not exceed the number of days authorized. The authorization is based on the family's schedule.

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VI. Absent Days, Holidays, and Professional Training Days

Question: If I forgot to charge a holiday, can I charge for it the next month?

Answer: Do not bill for the holiday in the following month. You have up to a year to submit an Invoice for payment no later than 12 months after the date the approved child care was provided. Call the WCCC Provider Line, SCC contractor or CA social worker to report this as an underpayment.

Question: Why do we not get paid double for holidays when it is harvest season?

Answer: The collective bargaining agreement between Service Employees International Union 925 and the State of Washington negotiated regular pay for holidays regardless of whether or not you actually provided child care.

Question: Is the provider eligible for 5 absent days in the MONTH or on each service line of payment?

Answer: Every month, 5 absent days are allowed to be billed per child, so long as the total units do not exceed the number of units authorized – it is not based upon authorizations/service lines.

Question: What about if a child is attending another day care – do both child care agencies count the 5 absent days?

Answer: Yes. Each authorized provider is allowed to bill for up to 5 absent days, so long as they do not exceed the number of units authorized.

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VII. Nonstandard Hours Care

Question: If a holiday falls on a weekday or if it falls like on a Sunday and the family is not authorized to take kids to provider on Sundays, can providers count the hours in that holiday for the NSHB?

Answer: No. You must actually work non-standard hours in order to qualify for the non-standard hour bonus.

Question: How do you bill for overnight care?

Answer: Billing for overnight care is billed the same as care during the day. If you have questions about the family's authorization, call the WCCC Provider Line, SCC contractor or CA social worker.

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VIII. Rates

Question: When looking at the child care rates chart, does the Spokane Co. rate include the city of Spokane or just the outlying area?

Answer: It includes all of Spokane County, which means the city of Spokane as well as the outlying area that is in Spokane County.

Question: Does enhanced toddler rate change automatically or do we need to change it?

Answer: There is a tickler set to notify child care workers at DSHS that the child will age into a different rate category. However, if you notice that this update is not made when you receive your Invoice, please notify the WCCC Provider Line at 1.800.394.4571. For SCC, the contractor will review the rate for the enhanced toddler age category.

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IX. Award Letters, Social Services Notices, Invoices, and W-2s

Question: Why is the phone number on the award letter wrong?

Answer: Not all award letters have been updated with the WCCC Provider Line phone number. For any questions you have about your award letter, contact the WCCC Provider Line at 1.800.394.4571.

Question: How do I know if I am WCCC or CA funded?

Answer: In the upper-right hand corner of the Social Services Notices there are three numbers followed by a dash and either "ESA," "CA," or "SOCC." If "ESA" appears, then the child care is funded through WCCC. If "CA" appears, then the child care is through Children's Administration. If "SOCC" appears, then the child care is part of Seasonal Child Care.

Question: The Social Services Notice has a sentence that says, "You may bill for the first services are provided to the client, but not for the day the client leaves." Why can't they bill for the last day they provide services?

Answer: The Social Services Notices are used for a variety of services, not just for child care. This rule applies to foster care payments. Therefore, please disregard this statement when completing your Invoice for child care.

Question: On the Invoice, what do the terms "provider" and "payee" mean? They seem interchangeable, so where should the provider sign on the Invoice?

Answer: The Invoices are used for a variety of services, not just for child care. There are situations when the provider and payee is not the same individual. For child care, it is preferred that providers sign in the “provider signature” box.

Question: My invoice has both Union 775 and 925 billing information on it, why?

Answer: Yes, it is possible to have information for 2 or more unions appear on your Invoice. The Invoice lists information for all of the services that you are registered to provide according to the state’s Social Services Payment System. Therefore if you are an Individual Provider under Service Employees International Union (SEIU) 775 and a child care provider under SEIU 925, then information from both unions would appear on your Invoice. If you have specific questions about information regarding your child care services, contact the WCCC Provider Line at 1.800.394.4571.

Question: There was a little bit of confusion regarding what number shows up on their invoices since they seemed to have a new provider number. They want to know why they have a new provider number. Two of the ladies in the training had new provider numbers.

Answer: There has not been a systematic change in provider numbers. If your provider number has recently changed and you have questions about it, contact the WCCC Provider Line at 1.800.394.4571.

Question: Who can answer questions about federal withholding once the W-2 is sent to DSHS?

Answer: Contact the DSHS Tax Line at 1.360.664.5830 or via e-mail at Taxinfo@dshs.wa.gov.

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X. Field Trips

Question: Can you provide outings such as to the park?

Answer: Yes, you are allowed to take children in your care on field trips. Be sure to follow all licensing requirements regarding field trips and child safety.

Question: Can we take the children to the public swimming pool or river?

Answer: Yes, you may take children to a public swimming pool or river. You are responsible for ensuring that children in your care are safe around bodies of water. A certified lifeguard must be on duty when children are using a public or private swimming pool, lake, river, pond, ocean or any other body of water used for swimming. Please refer to [WAC 170-296-0750](#) for more information regarding your responsibilities of children in your care and water safety.

Question: Foster Child Care (CA) says they don’t pay for field trips – do they?

Answer: Yes, this program allows providers to bill for field trips. Employed Care Giver Child Care for Foster Care Parents, Child Protective Services, and Child Welfare Services are all programs covered by Service Employees International Union (SEIU) 925. Under the collective bargaining agreement between the State of Washington and SEIU 925, providers are allowed to bill for field trips up to \$20 per month per child.

Question: Is there a 3 year-old age requirement to receive a reimbursement for field trips?

Answer: Licensed family home providers are eligible to be reimbursed by the state for children receiving child care subsidies that are any age for field trip fees. There is an age requirement of 3 years and older for centers to receive a field trip fee reimbursement.

Question: If a provider prepays for a field trip but the child does not attend can we bill DSHS? If yes, how do we document this in our records?

Answer: No. Field trip fees are only reimbursable if the child attends the field trip.

Question: Is the provider required to provide an alternate activity if the child does not attend a field trip activity?

Answer: Yes. The subsidy programs allows for reimbursement of up to \$20 per child per month for field trips. If the field trip cost is over \$20, families receiving child care subsidies may be asked to pay the additional cost of the field trip if you charge the same fee to private paying families. If the parent chooses not to pay the extra cost, you do not have to take the child on the field trip. However, you must provide developmentally appropriate care according to licensing requirements for the child during the time of the field trip.

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XI. Special Needs

Question: Can I get paid for special needs child care under school-age?

Answer: Yes.

Question: What does special needs include exactly?

Answer: There is not a list of physical, mental, emotional or behavioral conditions that qualify as special needs. If the child that you are providing care for needs a higher level of care, he or she may qualify. It is the responsibility of the parent to work with DSHS to decide if the child qualifies for the special needs rate.

Question: What if the parent will not seek diagnosis or special needs rate for the child, but as the provider, I believe the child needs extra help. What can I do?

Answer: You can talk to the parent about your concerns, but it is the responsibility of the parent to work with DSHS to decide if the child qualifies for the special needs rate.

Question: Do you bill the same number of units authorized for child care and special needs care?

Answer: Yes. The provider bills the same number of units for both authorized child care and authorized special needs care.

Question: Can you receive 5 absent days for the special needs rate?

Answer: Yes. For child care and the special needs rate, bill the total number of days the child attended plus the five absent days. The units billed must not exceed the number of days authorized.

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XII. Examples and Exercises

Question: On page 23 of the *Child Care Subsidies Booklet*, it looks like we're losing money if we provide care for 6 or more days per week.

Answer: No. There would be two authorizations for a child that needed 6 or more full-days of care per week.

Question: Exercise 2 in the *Workbook* requires more clarity around why/how 27 instead of 30 billable units.

Answer: Count the number of days attended (21) and add 5 absent days, which equals 26. This is more than the authorized 22 units, so we use 22 authorized full time days. Add the 5 additional half days, which equals 27 billable units.

Question: Why does Exercise 2 of the *Workbook* only allow you to claim one absent day when there are clearly two absences on the sign in/out sheet?

Answer: The absent day rule allows you to bill up to 5 absent days per month, which are not to exceed the authorization.

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XIII. Fees

Question: On page 28-29 of the Instructor Guide, the question asks if a provider is able to charge "A fee to the parent for paying by certain method." What kinds of methods? And would this include the fee if paying by PayPal?

Answer: Providers are not allowed to charge the family an extra fee for the processing of payments. These include, but are not limited to, fees charged for making an online payment such as through PayPal or a fee charged when payment is made by check, cash or money order.

Question: Can I charge a parent (written policy) for not notifying me of an absence beyond the 5 absent days I can count?

Answer: No. On page 14 of the *Child Care Subsidies Billing Booklet*, it states that "You may not charge families who receive child care subsidies...for any days the child is absent."

Question: If a parent is private paying while waiting to get authorized, can we private charge a registration fee once the authorization is approved?

Answer: No. You may however, bill the state up to \$50 per child or your usual registration fee, whichever is less, per calendar year.

Question: Can we claim travel time and/or mileage to take kids to and from school and doctor appointments?

Answer: You are allowed to claim the amount of time it takes for transporting a child to and from school and doctor appointments as child care. However, you will not be reimbursed for mileage and/or gas.

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XIV. Overpayments

Question: Providers want to know if they have an overpayment do they have to pay interest?

Answer: No.

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XV. Subsidy Billing Training

Question: Can we get paid for these hours of subsidy training?

Answer: No.

Question: Why isn't the subsidy training covered/eligible for STARS training credit?

Answer: Trainings that qualify for STARS credit are typically related to child development. The Mandatory Subsidy Billing Training focuses exclusively on child care subsidies and the billing process.

Question: Will providers be required to take a subsidy billing class each year?

Answer: As a member of SEIU 925, you are required to take this training once during the current contract period (July 2009 – June 2011).

Question: When will the booklet and workbook be translated into Russian?

Answer: CCR&R Network is scheduled to begin offering the Mandatory Subsidy Billing Training in Russian in the fall of 2010 and will have translations of the workbook available at the in-person trainings. Unfortunately, there are no plans to translate the DEL publication, *Child Care Subsidies: A Booklet for Licensed and Certified Child Care Providers* into Russian at this time.

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